

**CITY OF RIVERSIDE**336005/02/053361 (NC)**HUMAN RESOURCES DEPARTMENT****CLASSIFICATION SPECIFICATION**

**TITLE: FIELD SERVICE OPERATIONS MANAGER  
FIELD SERVICE OPERATIONS MANAGER (NON-CLASSIFIED)\***

**DEFINITION**

Under general direction, to plan, organize, direct and review all the activities of Street Services and Solid Waste and refuse collection and disposal programs; to provide highly responsible and technical staff assistance; and to do related work as required. \*Positions designated as Non-Classified are exempt from the classified service. The Incumbent shall be appointed "at-will" and serve at the pleasure of the City Manager.

**REPORTS TO:** Public Works Director

**SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Public Works Director. Exercises general supervision over professional, para-professional and administrative support staff.

**EXAMPLES OF DUTIES**

Typical duties may include, but are not limited to, the following:

- Develop and implement goals, objectives, policies, procedures and priorities.
- Plan, staff and direct through subordinate supervisors, a program of street maintenance and repair activities including such things as street resurfacing, repairing and patching; street cleaning; sidewalk, curb and gutter removal and replacement; street painting and signing; vector and weed control; and storm drain maintenance.
- Plan, organize, schedule, assign and review through subordinate supervisors, the work of a large number of refuse collection crews working on assigned routes.
- Supervise the maintenance of time, material and equipment use records.
- Requisition supplies and materials.
- Assist in development of specifications for refuse collection equipment.
- Recommend the purchase of equipment and assist in the development of specifications.
- Conduct feasibility investigations of solid waste proposals and systems and prepare environmental impact studies.
- Receive, investigate and resolve of complaints. Answer customer complaints regarding garbage and refuse collection; make field checks of crews in operation.
- Supervise the checking of streets, sidewalks, curbs and gutters for needed maintenance and repairs.
- Supervise the coordination, checking and inspecting of garbage and refuse collection activities of independent contractors.
- Supervise the inspection of the work of crews while in progress; provide advice and assistance to subordinate supervisors.
- Prepare and administer the division's budget.

- Develop, with input from the Safety Officer, and implement safety and training programs.
- Prepare cost estimates for street maintenance and repair activities; make plans and sketches for minor street maintenance and repair projects.
- Coordinate street maintenance activities and solid waste collection with other City departments, divisions and sections and with outside agencies.
- Select, supervise, train and evaluate subordinates.
- Serve as Acting Public Works Director as required.

## **QUALIFICATIONS**

### **Knowledge of:**

- Materials, methods, practices and equipment used in street maintenance and repair activities.
- Effective and efficient methods and procedures for scheduling and assigning the work of a large number of crews in refuse collection and disposal.
- Use and care of a variety of refuse collection equipment and the ability to instruct others in their use and care.
- Types and level of maintenance and repair activities generally performed in a street maintenance program.
- Occupational hazards and standard safety precautions necessary in the work.
- Hazards and dangers in refuse collection and the ability to instruct others in proper safety practices.
- Geography of the City, including street layout and location.
- City policies and procedures in refuse collection and disposal.
- Principles and practices of civil engineering as they relate to street maintenance and repair.
- Principles of organization, administration, budget and personnel management.

### **Ability to:**

- Interpret and work from sketches, penciled layouts and blueprints and to prepare plans for minor projects.
- Plan, lay out, coordinate and schedule the work of a large number of refuse collection crews.
- Coordinate, check and inspect the work of independent contractors engaged by the City in refuse collection and disposal.
- Keep records and make reports.
- Communicate clearly and concisely, both orally and in writing.
- Select, supervise, train and evaluate subordinates.
- Work overtime as required.

### **Education and Experience:**

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to the completion of the twelfth grade; supplemented by two years of college.

| Experience: A combination of ten years of supervisory experience in street maintenance and repair, and garbage and refuse collection and disposal.

**MEDICAL CATEGORY:** Group 1

**NECESSARY SPECIAL REQUIREMENT**

Possession of an appropriate, valid class "C" California Motor Vehicle Operator's License.

**CAREER ADVANCEMENT OPPORTUNITIES**

**FROM:** Field Service Operations Manager

**TO:** Public Works Director